

2001
Consumer Satisfaction
for
Missouri Southwestern Region
Regional Report
Community-based Services
Division of Alcohol and Drug Abuse
Missouri Department of Mental Health



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August 2001

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services

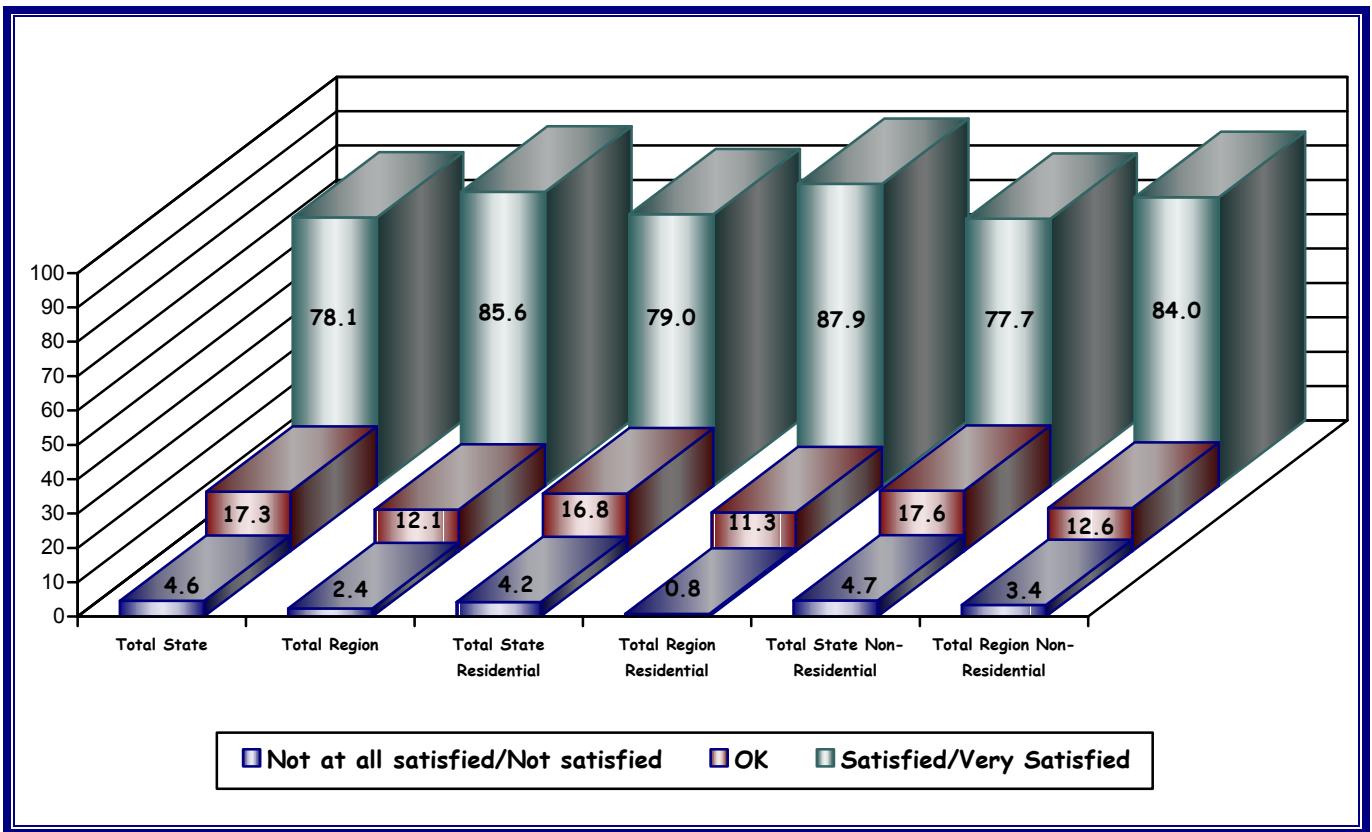
Southwestern Region - Residential & Non-Residential

Demographics: Total Region

		Total Served		Survey Returns		
		State	Region	Total Consumers Total Region	Total Consumers Residential	Total Consumers Non-Residential
SEX	Male	65.5%	66.3%	65.1%	66.9%	63.9%
	Female	34.5%	33.7%	34.9%	33.1%	36.1%
RACE	White	68.7%	89.3%	90.2%	89.6%	90.5%
	Black	29.2%	8.1%	4.8%	6.0%	3.9%
	Hispanic	0.6%	0.5%	0.8%	0.4%	1.1%
	Native American	0.5%	1.0%	2.2%	1.2%	2.9%
	Pacific Islander	0.1%	0.1%	0.2%	0%	0.3%
	Other	0.7%	1.0%	1.9%	2.8%	1.3%
MEAN AGE	0-17	9.5%	17.6%	14.4%	11.0%	16.7%
	18-49	84.1%	78.1%	81.4%	83.7%	79.8%
	50+	6.4%	4.3%	4.2%	5.3%	3.5%

Region Includes: Burrell, Cox Health Systems, Lafayette House/Family Self-Help, Lakes County, MO Rehabilitation Center, Ozark Center-New Directions, Pathways-Clinton, Pathways-Nevada, Scott Greening-Joplin, Sigma House.

Overall Satisfaction with Services: Total Region



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 78.1% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was slightly higher than the state average (85.6% for this region versus 78.1% for the state).
- The total State Residential Program had a rating of 79.0% as "satisfied" or "very satisfied". This region's Residential Program was rated higher, with a rating of 87.9%.
- The total State Non-Residential Program had a rating of 77.7% as "satisfied" or "very satisfied". This region's Non-Residential Program was rated higher, with a rating of 84.0% "satisfied" or "very satisfied" with services.

Satisfaction with Services: Total Region

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with the staff who serve you?	4.22 (2965)	4.38 (636)	4.21 (886)	4.36 (256)	4.22 (2079)	4.39 (380)
with how much your staff know about how to get things done?	4.07 (2961)	4.24 (636)	4.07 (890)	4.23 (257)	4.07 (2071)	4.25 (379)
with how staff keep things about you and your life confidential?	4.27 (2960)	4.41 (634)	4.31 (885)	4.44 (255)	4.25 (2075)	4.40 (379)
that your treatment plan has what you want in it?	4.11 (2933)	4.24 (625)	4.17 (870)	4.24 (246)	4.09 (2063)	4.25 (379)
that your treatment plan is being followed by those who assist you?	4.15 (2924)	4.32 (620)	4.19 (863)	4.29 (243)	4.13 (2061)	4.33 (377)
that the agency staff respect your ethnic and cultural background?	4.30 (2907)	4.44 (612)	4.33 (872)	4.44 (252)	4.29 (2035)	4.44 (360)
with the services that you receive?	4.19 (2955)	4.37 (637)	4.20 (883)	4.41 (256)	4.19 (2072)	4.34 (381)
Non-Residential Facilities Only:						
that services are provided in a timely manner? (Non-Residential Only)	4.03 (2079)	4.23 (383)	- (0)	- (0)	4.03 (2079)	4.23 (383)
Residential Facilities Only:						
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	4.35 (255)	4.10 (887)	4.35 (255)	- (0)	- (0)
that the environment is clean and comfortable?	4.19 (885)	4.33 (255)	4.19 (885)	4.33 (255)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.64 (883)	3.89 (257)	3.64 (883)	3.89 (257)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	4.22 (257)	3.93 (877)	4.22 (257)	- (0)	- (0)
with the childcare provided by the agency?	3.91 (79)	4.00 (15)	3.91 (79)	4.00 (15)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all of the mean ratings were above a mean rating of 4.00 (1=not satisfied... 5=very satisfied). The ratings of this region on those seven questions ranged from 4.24 to 4.44.
- The ratings of the Residential Program for this region ranged from 3.89 to 4.44. The highest rated items were with confidentiality and respect of ethnic and cultural backgrounds and the lowest rated item was with opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this region ranged from 4.23 to 4.44. The highest rated item was with respect of ethnic and cultural backgrounds and the lowest rated item was with timeliness of services provided.

Satisfaction with Quality of Life: Total Region

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with how you spend your day?	3.69 (1904)	3.80 (637)	3.65 (883)	3.76 (256)	3.74 (1360)	3.82 (381)
with where you live?	3.77 (1885)	3.84 (633)	3.76 (878)	3.79 (254)	3.77 (1344)	3.88 (379)
with the amount of choices you have in your life?	3.63 (1917)	3.63 (634)	3.75 (880)	3.75 (255)	3.62 (1373)	3.56 (379)
with the opportunities/ chances you have to make friends?	3.82 (1907)	3.84 (634)	3.96 (880)	3.93 (255)	3.76 (1363)	3.78 (379)
with your general health care?	3.80 (1872)	3.77 (628)	3.80 (873)	3.73 (253)	3.80 (1339)	3.79 (375)
with what you do during your free time?	3.74 (1897)	3.73 (633)	3.70 (876)	3.66 (253)	3.79 (1359)	3.78 (380)
How safe do you feel . . .						
in this facility? (<i>Residential Only</i>)	4.25 (547)	4.43 (257)	4.25 (547)	4.43 (257)	- (0)	- (0)
in your home/agency?	4.26 (1897)	4.13 (632)	4.19 (530)	3.87 (253)	4.29 (1367)	4.30 (379)
in your neighborhood?	4.08 (1894)	4.03 (631)	3.96 (532)	3.82 (252)	4.12 (1362)	4.17 (379)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served in this region were most satisfied with safety in the facility (mean of 4.43) and least satisfied with the amount of choices in their lives (mean of 3.63).
- The consumers in the Residential Program were most satisfied with safety in the facility (mean of 4.43) and least satisfied with what they do during their free time (mean of 3.66).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home/agency (mean of 4.30) and least satisfied with the amount of choices in their lives (mean of 3.56).

ADA Comparison of Gender Residential and Non-Residential Setting Combined

A comparison was made between the male and female consumers. Table I-1 shows these findings. Females were more satisfied with the only significant item.

Table I-1
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
that the agency staff respect your ethnic and cultural background?	4.38 (391)	4.53 (207)	F(1,596)=4.877, p=.028
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

ADA Comparison of Race/Ethnicity Residential and Non-Residential Settings Combined

A comparison was made among the different racial and ethnic backgrounds of responses to the satisfaction survey items. Hispanics were most satisfied with all four significant items. It should be noted that for four of the significant items, only one Hispanic consumer answered the question. (See Table I-2.)

Table I-2
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with how much your staff know about how to get things done? (a, b, c)	4.26 (558)	4.30 (30)	4.80 (5)	4.29 (14)	3.31 (13)	F(4,615)=4.846, p=.001
that the staff treats you with respect, courtesy, caring and kindness?	4.38 (222)	4.50 (14)	5.00 (1)	3.33 (3)	3.29 (7)	F(4,242)=4.974, p=.001
that the environment is clean and comfortable?	4.34 (222)	4.43 (14)	5.00 (1)	3.33 (3)	3.57 (7)	F(4,242)=2.891, p=.023
with opportunities for exercise and relaxation?	3.88 (224)	4.36 (14)	5.00 (1)	2.67 (3)	2.86 (7)	F(4,244)=3.521, p=.008
that the meals are good, nutritious and in sufficient amounts?	4.22 (224)	4.50 (14)	5.00 (1)	3.00 (3)	3.57 (7)	F(4,244)=2.917, p=.022
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between White and Other. (b) Interaction between African American and Other. (c) Interaction between Hispanic and Other.						

ADA Comparison of Age Groups

Residential and Non-Residential Settings Combined

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The adults 50 years old and older were most satisfied with all of the significant items. (See Table I-3.)

Table I-3
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a, b)	4.02 (88)	4.42 (494)	4.76 (25)	F(2,604)=13.555, p<.001
with how much your staff know about how to get things done? (a, b)	3.93 (88)	4.27 (494)	4.68 (25)	F(2,604)=10.246, p<.001
with how staff keep things about you and your life confidential? (a, b)	4.20 (87)	4.44 (495)	4.71 (24)	F(2,603)=4.532, p=.011
that your treatment plan has what you want in it? (a, b)	3.88 (88)	4.31 (485)	4.70 (23)	F(2,593)=13.067, p<.001
that your treatment plan is being followed by those who assist you? (a, b)	3.99 (88)	4.37 (482)	4.73 (22)	F(2,589)=11.043, p<.001
that the agency staff respect your ethnic and cultural background? (a, b)	4.18 (87)	4.46 (473)	4.76 (25)	F(2,582)=6.719, p=.001
with the services that you receive? (a, b)	4.08 (88)	4.42 (495)	4.72 (25)	F(2,605)=9.292, p<.001
that services are provided in a timely manner? (a, b)	3.75 (61)	4.32 (294)	4.67 (12)	F(2,364)=11.574, p<.001
with the opportunities for exercise and relaxation? (c)	4.04 (27)	3.81 (204)	4.62 (13)	F(2,241)=3.685, p=.027
that the meals are good, nutritious, and in sufficient amounts? (b)	3.89 (27)	4.23 (204)	4.77 (13)	F(2,241)=4.399, p=.013
with how you spend your day? (a, b)	3.47 (87)	3.83 (496)	4.20 (25)	F(2,605)=7.668, p=.001
with where you live? (b)	3.67 (87)	3.82 (492)	4.32 (25)	F(2,601)=3.284, p=.038
with the amount of choices you have in your life? (a, b, c)	3.30 (86)	3.65 (494)	4.28 (25)	F(2,602)=7.520, p=.001
with your general health care?	3.48 (82)	3.79 (493)	3.88 (24)	F(2,596)=3.060, p=.048
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 Years and 50 + Years. (c) Interaction between 18-49 years and 50+ Years.				

ADA Comparison of Current Living Arrangements Residential and Non-Residential Settings Combined

A comparison was made of the satisfaction items based on the current living situation of the consumer. Table I-4 presents these findings. Those who identified their living conditions as "other" were most satisfied with confidentiality, content of the treatment plan, respect of ethnic and cultural backgrounds, opportunities for exercise and that the meals were good, nutritious and in sufficient amounts. Those who lived independently were most satisfied with where they lived, what they did in their free time, and safety in their neighborhood. Those who lived in a group home were most satisfied with the staff, knowledge of the staff, services received, how they spend their day, amount of choice, and safety in their home/agency.

Table I-4
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you? (c)	4.47 (369)	4.62 (13)	4.21 (90)	4.45 (31)	3.95 (42)	4.37 (43)	F(5,582)=4.799, p<.001
with how much your staff know about how to get things done? (c)	4.31 (368)	4.54 (13)	4.04 (91)	4.45 (31)	3.86 (42)	4.26 (43)	F(5,582)=4.139, p=.001
with how staff keep things about you and your life confidential?	4.45 (369)	4.54 (13)	4.29 (91)	4.55 (29)	4.07 (41)	4.63 (43)	F(5,580)=2.573, p=.026
that your treatment plan has what you want in it? (c, I)	4.31 (364)	4.46 (13)	4.18 (89)	4.33 (27)	3.81 (42)	4.48 (42)	F(5,571)=3.605, p=.003
that your treatment plan is being followed by those who assist you? (a, c)	4.41 (360)	4.46 (13)	4.09 (88)	4.48 (27)	3.90 (42)	4.45 (42)	F(5,566)=5.194, p<.001
that the agency staff respect your ethnic and cultural background? (c, I)	4.49 (353)	4.55 (11)	4.28 (89)	4.55 (29)	3.95 (42)	4.58 (40)	F(5,558)=4.612, p<.001
with the services that you receive? (c)	4.43 (371)	4.54 (13)	4.32 (91)	4.33 (30)	3.93 (42)	4.42 (43)	F(5,584)=3.138, p=.008
that services are provided in a timely manner? (c)	4.33 (279)	4.33 (12)	4.56 (9)	4.00 (4)	3.57 (42)	4.23 (31)	F(5,371)=5.576, p<.001
with opportunities for exercise and relaxation?	3.91 (93)	4.00 (1)	3.48 (83)	4.38 (26)	- (0)	4.58 (12)	F(5,209)=4.352, p=.001
that the meals are good, nutritious and in sufficient amounts?	4.27 (93)	3.00 (1)	4.04 (83)	4.65 (26)	- (0)	4.75 (12)	F(5,209)=3.633, p=.004
with how you spend your day?	3.88 (372)	4.15 (13)	3.56 (91)	3.73 (30)	3.41 (41)	3.81 (42)	F(5,583)=3.453, p=.004
with where you live? (b, f, g)	3.97 (369)	3.62 (13)	3.75 (91)	2.93 (30)	3.85 (41)	3.54 (41)	F(5,579)=5.893, p<.001
with the amount of choices you have in your life?	3.73 (371)	3.77 (13)	3.62 (90)	3.13 (30)	3.10 (40)	3.31 (42)	F(5,580)=3.936, p=.002
with what you do in your free time? (b)	3.83 (369)	3.77 (13)	3.54 (90)	3.10 (30)	3.51 (41)	3.64 (42)	F(5,579)=3.312, p=.006
with how safe you feel in your home/agency? (b, d, e, f)	4.26 (371)	4.38 (13)	3.93 (90)	2.76 (29)	4.32 (41)	3.61 (41)	F(5,579)=13.34 3, p<.001
with how safe you feel in your neighborhood? (b, f, g, h)	4.13 (371)	3.92 (13)	3.85 (89)	2.86 (29)	4.12 (41)	3.93 (41)	F(5,578)=8.344, p<.001
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between Independent and RTF. (b) Interaction between Independent and Homeless. (c) Interaction between Independent and Biological Parents. (d) Interaction between Independent and Other. (e) Interaction between Group Home and Homeless. (f) Interaction between RTF and Homeless. (g) Interaction between Homeless and Biological Parents. (h) Interaction between Homeless and Other. (i) Interaction between Biological Parents and Other.							

ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year (Residential and Non-Residential Settings)

A comparison was made on the satisfaction with services based on whether or not the individual had received intervention in a residential treatment facility during the past year. Consumers that had received treatment in a residential treatment facility were more satisfied with the only significant item. (See Table I-5).

Table I-5
ADA Consumers - Comparison of Whether Lived in Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
with how safe you feel in your neighborhood?	4.34 (126)	4.07 (238)	F(1,362)=6.802, p=.009
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

ADA Comparison across Programs

Residential and Non-Residential Settings Combined

A comparison was made across the different residential and non-residential programs. Consumers in the Non-residential GTS Adult program were most satisfied with how they spend their day. Consumers in the Residential CSTAR General program were most satisfied with content of the treatment plan. The consumers who received services in the Non-Residential CSTAR General program were most satisfied with the staff and services being provided in a timely manner. The Residential CSTAR Child/Adolescent consumers were most satisfied with the amount of choices in their lives, safety in their home/agency, and safety in their neighborhood. The Residential GTS Adult consumers were most satisfied with confidentiality, opportunities for exercise and relaxation and the meals being good, nutritious, and in sufficient amounts. The Non-residential consumers were most satisfied with the knowledge of the staff, following the treatment plan, respect of ethnic and cultural backgrounds, the services received, and how they spend their day. (See Table I-6.)

Table I-6
ADA Consumers - Comparison across Programs

How satisfied are you...	Non-Residential Programs				Residential Programs				Significance
	CSTAR Women/Children	CSTAR Child/Adolescent†	CSTAR General	GTS Adult	CSTAR Women/Children	CSTAR Child/Adolescent†	CSTAR General	GTS Adult	
With the staff who serve you? (a, b, c)	4.53 (34)	3.92 (60)	4.54 (123)	4.43 (163)	4.26 (38)	4.21 (29)	4.00 (8)	4.42 (181)	F(7,628)=4.850, p<.001
With how much your staff know how to get things done? (a, c)	4.39 (33)	3.85 (60)	4.35 (123)	4.28 (163)	3.95 (38)	4.14 (29)	3.67 (9)	4.33 (181)	F(7,628)=4.150, p<.001
With how staff keep things about you and your life confidential?	4.41 (32)	4.12 (59)	4.49 (124)	4.43 (164)	4.21 (38)	4.31 (29)	4.00 (9)	4.53 (179)	F(7,626)=2.314, p=.025
That your treatment has what you want on it?	4.45 (33)	3.92 (60)	4.35 (124)	4.25 (162)	4.17 (36)	3.79 (29)	4.50 (8)	4.32 (173)	F(7,617)=3.269, p=.002
That the treatment plan is being followed by those who assist you?	4.44 (34)	3.95 (60)	4.43 (121)	4.38 (162)	4.24 (37)	4.07 (29)	4.11 (9)	4.35 (168)	F(7,612)=2.841, p<.006
That the staff respect your cultural background? (a)	4.62 (29)	4.03 (59)	4.58 (117)	4.46 (155)	4.44 (36)	4.52 (29)	4.00 (9)	4.44 (178)	F(7,604)=3.514, p=.001
With the services you receive? (a, c)	4.47 (34)	3.93 (60)	4.46 (123)	4.38 (164)	4.30 (37)	4.34 (29)	4.11 (9)	4.46 (181)	F(7,629)=3.342, p=.002
That services are provided in a timely manner?	4.29 (34)	3.73 (60)	4.40 (124)	4.27 (165)	- (0)	- (0)	- (0)	- (0)	F(7,375)=3.262, p=.002
With opportunities for exercise and relaxation?	- (0)	- (0)	- (0)	- (0)	3.32 (37)	4.00 (29)	2.89 (9)	4.03 (182)	F(7,249)=3.181, p=.003
That the meals are good, nutritious, and in sufficient amounts?	- (0)	- (0)	- (0)	- (0)	3.81 (37)	3.86 (29)	3.89 (9)	4.38 (182)	F(7,249)=2.920, p=.006
With how you spend your day?	3.91 (33)	3.37 (59)	3.89 (123)	3.91 (166)	3.50 (36)	3.69 (29)	3.44 (9)	3.84 (182)	F(7,629)=2.998, p=.004
With the amount of choices in your life? (b, c)	3.61 (33)	3.02 (58)	3.59 (122)	3.72 (166)	3.81 (36)	3.86 (29)	3.22 (9)	3.74 (181)	F(7,626)=3.184, p=.003
With how safe you feel in your home/agency? (d, e)	4.19 (32)	4.27 (59)	4.31 (123)	4.32 (165)	3.95 (37)	4.46 (28)	4.33 (9)	3.73 (179)	F(7,624)=5.368, p<.001
With how safe you feel in your neighborhood? (e)	3.97 (32)	4.17 (59)	4.17 (123)	4.22 (165)	3.89 (36)	4.36 (28)	4.00 (9)	3.72 (179)	F(7,623)=3.959, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less</i> (a) Interaction between Non-residential CSTAR Child/Adolescent and Non-residential CSTAR General. (b) Interaction between Non-residential CSTAR Child/Adolescent and Non-residential GTS Adult. (c) Interaction between Non-residential CSTAR Child/Adolescent and Residential GTS Adult. (d) Interaction between Non-residential CSTAR General and Residential GTS Adult. (e) Interaction between Non-residential CSTAR General and Residential GTS Adult.</p>									

ADA Comparison Between Residential and Non-Residential

A comparison was made between those who received intervention in a residential setting and those who did not. The consumers who received intervention in a Non-residential setting were more satisfied with safety in their home/agency and in their neighborhood. The consumers who received treatment in a Residential setting were most satisfied with the amount of choices in their lives. (See Table I-7).

Table I-7

ADA Consumers - Comparison between Residential and Non-Residential

How satisfied are you...	Non-Residential	Residential	Significance
with the amount of choices you have in your life?	3.56 (379)	3.75 (255)	F(1,632)=3.883, p=.049
with how safe you feel in your home/agency?	4.30 (379)	3.87 (253)	F(1,630)=23.757, p<.001
with how safe you feel in your neighborhood?	4.17 (379)	3.82 (252)	F(1,629)=16.694, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

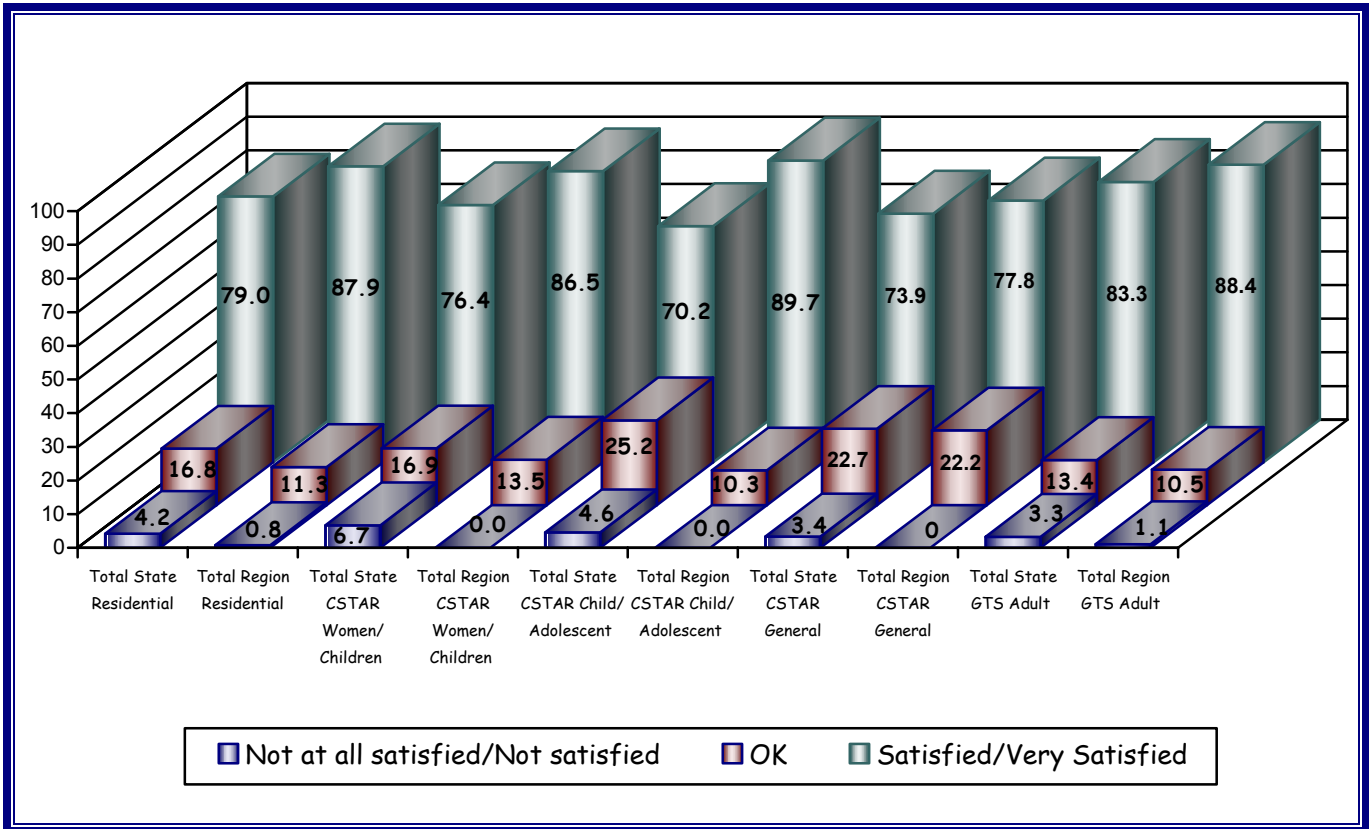
Alcohol and Drug Abuse Services

Southeastern Region - Residential

Demographics: Residential

		Total Served	Survey Returns				
		State	Total Consumers Residential	CSTAR Woman/Child	CSTAR Child/Adolescent	CSTAR General	GTS Adult
SEX	Male	65.5%	66.9%	0%	58.6%	88.9%	81.3%
	Female	34.5%	33.1%	100.0%	41.4%	11.1%	18.8%
RACE	White	68.7%	89.6%	91.7%	92.6%	88.9%	88.8%
	Black	29.2%	6.0%	2.8%	7.4%	0%	6.7%
	Hispanic	0.6%	0.4%	0%	0%	0%	0.6%
	Native American	0.5%	1.2%	2.8%	0%	0%	1.1%
	Pacific Islander	0.1%	0%	0%	0%	0%	0%
	Other	0.6%	2.8%	2.8%	0%	11.1%	2.8%
MEAN AGE	0-17	9.5%	11.0%	0%	100.0%	0%	0%
	18-49	84.1%	83.7%	100.0%	0%	100.0%	92.6%
	50+	6.4%	5.3%	0%	0%	0%	7.4%

Overall Satisfaction with Services: Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 79.0% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Residential Program who rated themselves as "satisfied" or "very satisfied" was higher than the state average (87.9% for this region versus 79.0% for the state).
- The CSTAR Child/Adolescent Residential Program was highly rated with 89.7% of the respondents showing a rating of "satisfied" or "very satisfied" with services.

Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women & Children Consumers		CSTAR Child/ Adolescent Consumers		CSTAR General Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.21 (886)	4.36 (256)	4.18 (184)	4.26 (38)	3.91 (133)	4.21 (29)	4.16 (85)	4.00 (8)	4.31 (484)	4.42 (181)
with how much your staff know about how to get things done?	4.07 (890)	4.23 (257)	3.99 (183)	3.95 (38)	3.90 (132)	4.14 (29)	3.94 (88)	3.67 (9)	4.16 (487)	4.33 (181)
with how staff keep things about you and your life confidential?	4.31 (885)	4.44 (255)	4.22 (183)	4.21 (38)	4.14 (133)	4.31 (29)	4.29 (86)	4.00 (9)	4.40 (483)	4.53 (179)
that your treatment plan has what you want in it?	4.17 (870)	4.24 (246)	4.11 (177)	4.17 (36)	3.86 (133)	3.79 (29)	4.16 (85)	4.50 (8)	4.29 (475)	4.32 (173)
that your treatment plan is being followed by those who assist you?	4.19 (863)	4.29 (243)	4.11 (180)	4.24 (37)	3.90 (133)	4.07 (29)	4.06 (84)	4.11 (9)	4.32 (466)	4.35 (168)
that the agency staff respect your ethnic and cultural background?	4.33 (872)	4.44 (252)	4.31 (178)	4.44 (36)	4.20 (132)	4.52 (29)	4.31 (86)	4.00 (9)	4.37 (476)	4.44 (178)
with the services that you receive?	4.20 (883)	4.41 (256)	4.08 (178)	4.30 (37)	3.96 (131)	4.34 (29)	4.07 (88)	4.11 (9)	4.34 (486)	4.46 (181)
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	4.35 (255)	3.98 (182)	4.08 (37)	3.75 (133)	4.34 (29)	4.00 (87)	4.11 (9)	4.26 (485)	4.42 (180)
that the environment is clean and comfortable?	4.19 (885)	4.33 (255)	4.08 (180)	4.14 (36)	4.05 (132)	4.41 (29)	3.91 (87)	4.00 (9)	4.31 (486)	4.36 (181)
with opportunities for exercise and relaxation?	3.64 (883)	3.89 (257)	3.31 (180)	3.32 (37)	3.52 (131)	4.00 (29)	3.18 (87)	2.89 (9)	3.89 (485)	4.03 (182)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	4.22 (257)	3.61 (179)	3.81 (37)	3.53 (133)	3.86 (29)	3.59 (88)	3.89 (9)	4.22 (477)	4.38 (182)
with the childcare provided by the agency?	3.91 (79)	4.00 (15)	3.91 (79)	4.00 (15)	- (0)	- (0)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.										

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only one rating fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Residential Program ranged from 3.89 to 4.44. The highest rated items were with confidentiality of the staff and respect of ethnic and cultural backgrounds and the lowest rated item was with opportunities for exercise and relaxation.
- The GTS Adult Residential consumers were most satisfied with the services they received (mean of 4.46).

Satisfaction with Quality of Life: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women & Children Consumers		CSTAR Child/ Adolescent Consumers		CSTAR General Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.65 (883)	3.76 (256)	3.67 (180)	3.50 (36)	3.28 (133)	3.69 (29)	3.47 (86)	3.44 (9)	3.77 (484)	3.84 (182)
with where you live?	3.76 (878)	3.79 (254)	3.80 (179)	4.14 (36)	3.59 (133)	3.59 (29)	3.52 (87)	3.33 (9)	3.84 (479)	3.77 (180)
with the amount of choices you have in your life?	3.75 (880)	3.75 (255)	3.79 (181)	3.81 (36)	3.37 (133)	3.86 (29)	3.52 (87)	3.22 (9)	3.88 (479)	3.74 (181)
with the opportunities/ chances you have to make friends?	3.96 (880)	3.93 (255)	4.10 (181)	4.03 (36)	3.77 (133)	4.07 (29)	3.92 (86)	3.78 (9)	3.97 (480)	3.89 (181)
with your general health care?	3.80 (873)	3.73 (253)	3.86 (178)	3.81 (36)	3.52 (128)	3.34 (29)	3.68 (87)	3.67 (9)	3.88 (480)	3.78 (179)
with what you do during your free time?	3.70 (876)	3.66 (253)	3.82 (177)	3.69 (35)	3.41 (133)	3.76 (29)	3.67 (87)	3.78 (9)	3.74 (479)	3.63 (180)
How safe do you feel . . .										
in this facility	4.34 (884)	4.43 (257)	4.43 (182)	4.51 (37)	4.06 (133)	4.38 (29)	4.16 (86)	4.22 (9)	4.42 (483)	4.43 (182)
in your home?	4.09 (861)	3.87 (253)	4.05 (175)	3.95 (37)	4.27 (131)	4.46 (28)	4.26 (81)	4.33 (9)	4.03 (474)	3.73 (179)
in your neighborhood?	3.94 (861)	3.82 (252)	3.96 (175)	3.89 (36)	4.03 (131)	4.36 (28)	3.99 (82)	4.00 (9)	3.89 (473)	3.72 (179)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.										

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program in this Region were most satisfied with how safe they feel in the facility (mean of 4.43) and least satisfied with what they do during their free time (mean of 3.66).

ADA Comparison of Gender Residential Setting

There were no significant differences.

ADA Comparison of Race/Ethnicity Residential Settings

A comparison was made among the different racial and ethnic backgrounds of the consumers and their responses to the satisfaction survey items. There was one Hispanic consumer. The Hispanic consumer was most satisfied with all but two of the significant items. Caucasians were most satisfied with how they spend their day and with the opportunities they have to make friends. (See Table II-1.)

Table II-1
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with how much your staff know about how to get things done?	4.27 (223)	4.27 (15)	5.00 (1)	2.67 (3)	3.00 (7)	F(4,244)=8.027, p<.001
with how staff keep things about you and your life confidential?	4.44 (221)	4.67 (15)	5.00 (1)	3.33 (3)	3.71 (7)	F(4,242)=3.298, p=.012
that your treatment plan is being followed by those who assist you?	4.31 (215)	4.20 (10)	5.00 (1)	2.50 (2)	3.86 (7)	F(4,230)=3.219, p=.014
that the agency staff respect your ethnic and cultural background?	4.46 (219)	4.43 (14)	5.00 (1)	3.33 (3)	3.71 (7)	F(4,239)=3.181, p=.014
with the services that you receive?	4.42 (223)	4.50 (14)	5.00 (1)	3.00 (3)	3.86 (7)	F(4,243)=4.094, p=.003
that the staff treats you with respect, courtesy, caring and kindness?	4.38 (222)	4.50 (14)	5.00 (1)	3.33 (3)	3.29 (7)	F(4,242)=4.974, p=.001
that the environment is clean and comfortable?	4.34 (222)	4.43 (14)	5.00 (1)	3.33 (3)	3.57 (7)	F(4,242)=2.891, p=.023
with opportunities for exercise and relaxation?	3.88 (224)	4.36 (14)	5.00 (1)	2.67 (3)	2.86 (7)	F(4,244)=3.521, p=.008
that the meals are good, nutritious and in sufficient amounts?	4.22 (224)	4.50 (14)	5.00 (1)	3.00 (3)	3.57 (7)	F(4,244)=2.917, p=.022
with how you spend your day?	3.81 (223)	3.64 (14)	3.00 (1)	2.67 (3)	3.00 (7)	F(4,243)=2.495, p=.044
with the opportunities/chances you have to make friends?	4.00 (222)	3.14 (14)	2.00 (1)	3.33 (3)	3.43 (7)	F(4,242)=3.625, p=.007
with how safe you feel in your home?	3.92 (219)	2.87 (15)	4.00 (1)	2.67 (3)	3.43 (7)	F(4,240)=3.390, p=.010
with how safe you feel in your neighborhood?	3.88 (218)	2.73 (15)	4.00 (1)	3.33 (3)	3.43 (7)	F(4,239)=3.580, p=.007
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

ADA Comparison of Age Groups Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The youth under the age of 18 were most satisfied with safety in their home/agency and with how safe they feel in their neighborhood. The adults 50 years and older were most satisfied with all other significant items. See Table II-2.

Table II-2
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (b, c)	4.22 (27)	4.34 (203)	4.85 (13)	F(2,240)=3.723 p=.026
with how much your staff know about how to get things done? (b, c)	4.15 (27)	4.19 (204)	4.85 (13)	F(2,241)=4.212 p=.016
that your treatment plan has what you want in it? (a, b)	3.81 (27)	4.29 (195)	4.73 (11)	F(2,230)=5.842 p=.003
with opportunities for exercise and relaxation? (c)	4.04 (27)	3.81 (204)	4.62 (13)	F(2,241)=3.685 p=.027
that the meals are good, nutritious and in sufficient amounts? (b)	3.89 (27)	4.23 (204)	4.77 (13)	F(2,241)=4.399 p=.013
with how safe you feel in your home/agency? (a)	4.46 (26)	3.74 (201)	3.77 (13)	F(2,237)=3.762 p=.025
with how safe you feel in your neighborhood? (a)	4.35 (26)	3.72 (200)	3.54 (13)	F(2,236)=3.431 p=.034
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 and 50+ years. (c) Interaction between 18-49 Years and 50+ Years.				

ADA Comparison of Current Living Arrangements Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumers receiving intervention in residential settings. Those who lived independently were most satisfied with the safety in their neighborhood. Those who identified themselves as "other" most satisfied with knowledge of the staff, opportunities for exercise and relaxation, that the meals are good, nutritious and in sufficient amounts, with how they spend their day, where they live and the amount of choices in their lives. There was only one respondent who lived in a group home. That respondent was most satisfied with the staff, content of the treatment plan, that the treatment plan was followed, what they do in their free time, and safety in their home/agency. (See Table II-3.)

Table II-3
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Other	Significance
with the staff who serve you?	4.42 (93)	5.00 (1)	4.21 (81)	4.44 (27)	4.83 (12)	F(4,209)=2.715, p=.031
with how much your staff know about how to get things done?	4.27 (93)	4.00 (1)	4.00 (82)	4.52 (27)	4.75 (12)	F(4,210)=3.886, p=.005
that your treatment plan has what you want in it?	4.35 (88)	5.00 (1)	4.10 (80)	4.35 (23)	4.92 (12)	F(4,199)=3.276, p=.013
that your treatment plan is being followed by those who assist you?	4.39 (85)	5.00 (1)	4.06 (80)	4.48 (23)	4.92 (12)	F(4,196)=4.901, p=.001
with opportunities for exercise and relaxation?	3.91 (93)	4.00 (1)	3.48 (83)	4.38 (26)	4.58 (12)	F(4,210)=5.466, p<.001
that the meals are good, nutritious and in sufficient amounts?	4.27 (93)	3.00 (1)	4.04 (83)	4.65 (26)	4.75 (12)	F(4,210)=4.563, p=.001
with how you spend your day?	3.88 (93)	4.00 (1)	3.52 (83)	3.73 (26)	4.45 (11)	F(4,209)=3.328, p=.011
with where you live?	3.97 (93)	4.00 (1)	3.76 (82)	3.00 (26)	4.30 (10)	F(4,207)=4.494, p=.002
with the amount of choices you have in your life?	3.88 (93)	4.00 (1)	3.56 (82)	3.19 (26)	4.27 (11)	F(4,208)=3.009, p=.019
with what you do in your free time?	3.73 (92)	5.00 (1)	3.53 (81)	3.08 (26)	4.18 (11)	F(4,206)=2.744, p=.030
with how safe you feel in your home/agency?	4.00 (94)	5.00 (1)	3.88 (81)	2.58 (26)	3.30 (10)	F(4,207)=7.546, p<.001
with how safe you feel in your neighborhood?	3.94 (94)	3.00 (1)	3.81 (80)	2.65 (26)	3.60 (10)	F(4,206)=6.177, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>						

ADA Comparison across Programs Residential Settings

A comparison was made across the different residential programs. Consumers of the CSTAR General program were most satisfied with the content of the treatment plan. The CSTAR Child/Adolescent consumers were most satisfied with safety in the home/agency. The GTS adult consumers were most satisfied with all other significant items. (See Table II-4.)

Table II-4
ADA Consumers - Comparison across Programs

How satisfied are you...	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Significance
with how much your staff know about how to get things done?	3.95 (38)	4.14 (29)	3.67 (9)	4.33 (181)	F(3,253)=4.232, p=.006
with how staff keep things about you and your life confidential?	4.21 (38)	4.31 (29)	4.00 (9)	4.53 (179)	F(3,251)=2.903, p=.035
that your treatment plan has what you want in it? (b)	4.17 (36)	3.79 (29)	4.50 (8)	4.32 (173)	F(3,242)=3.767, p=.011
with opportunities for exercise and relaxation? (a, c)	3.32 (37)	4.00 (29)	2.89 (9)	4.03 (182)	F(3,253)=7.541, p<.001
that the meals are good, nutritious and in sufficient amounts? (a, b)	3.81 (37)	3.86 (29)	3.89 (9)	4.38 (182)	F(3,253)=6.924, p<.001
with how safe you feel in your home/agency? (b)	3.95 (37)	4.46 (28)	4.33 (9)	3.73 (179)	F(3,249)=3.304, p=.021
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between CSTAR Women/Children and GTS Adult. (b) Interaction between CSTAR Child/Adolescent and GTS Adult. (c) Interaction between CSTAR General and GTS Adult.					

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

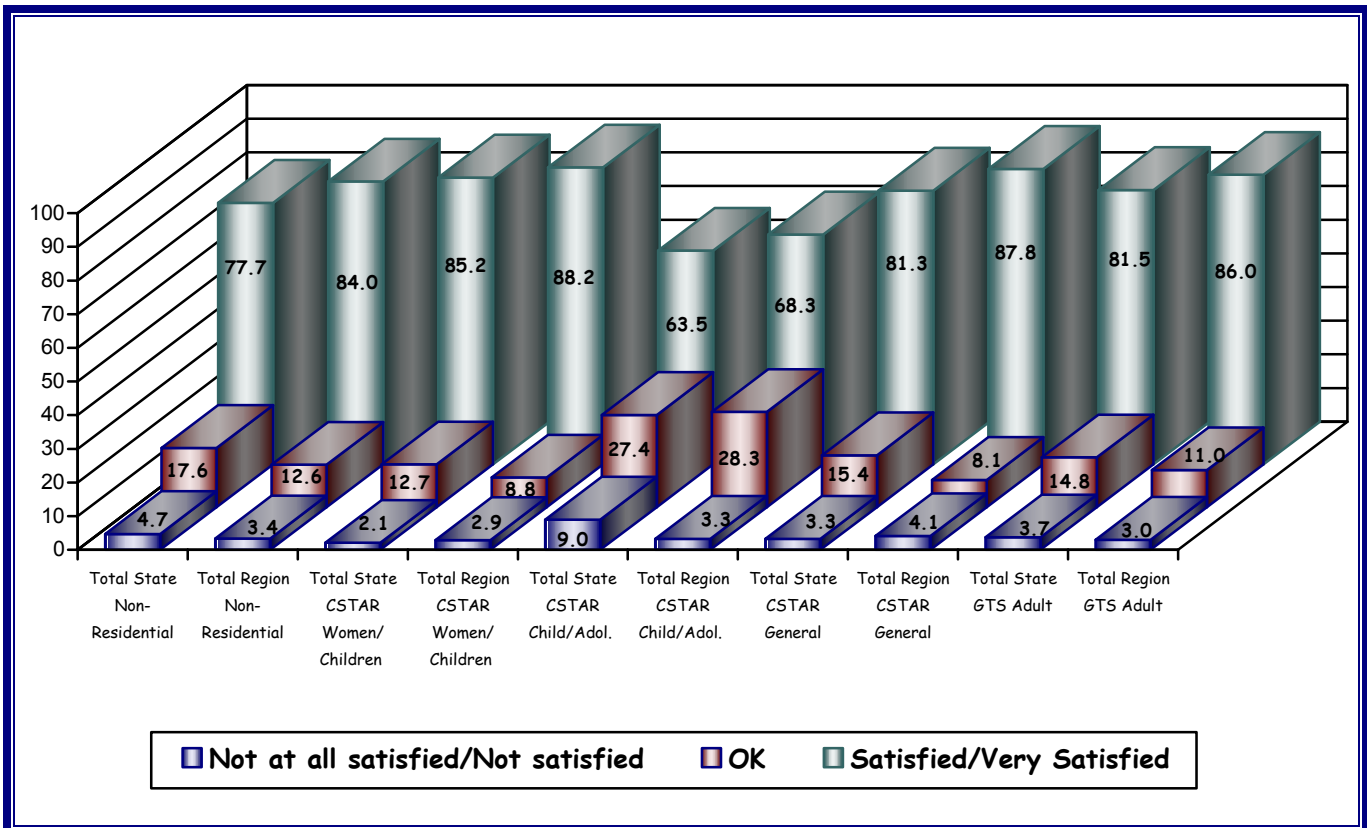
Alcohol and Drug Abuse Services

Southeastern Region - Non-Residential

Demographics: Non-Residential

		Total Served	Survey Returns				
		State	Total Consumers Non-Residential	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult
Sex	Male	65.5%	63.9%	0%	68.3%	70.6%	70.4%
	Female	34.5%	36.1%	100.0%	31.7%	29.4%	29.6%
Race	White	68.2%	90.5%	94.1%	93.3%	89.7%	89.4%
	Black	29.8%	3.9%	2.9%	1.7%	6.3%	3.1%
	Hispanic	0.6%	1.1%	0%	0%	0%	2.5%
	Native American	0.5%	2.9%	0%	0%	3.2%	4.4%
	Pacific Islander	0.1%	0.3%	0%	1.7%	0%	0%
	Other	0.7%	1.3%	2.9%	3.3%	0.8%	0.6%
Mean Age							
	0-17	12.0%	16.7%	0%	100.0%	1.7%	0.6%
	18-49	82.0%	79.8%	100.0%	0%	92.5%	95.7%
	50+	6.0%	3.5%	0%	0%	5.8%	3.7%

Satisfaction with Services: Non-Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 77.7% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Non-Residential Program who rated themselves as "satisfied" or "very satisfied" was higher than the state average (84.0% for this region versus 77.7% for the state).
- The CSTAR Women/Children Program was rated higher than other programs with 88.2% of the respondents showing a rating of "satisfied" or "very satisfied" with services.

Satisfaction with Services: Non-Residential

	Total Non-Residential Consumers		CSTAR Women & Children Consumers		CSTAR Child/ Adolescent Consumers		CSTAR General Consumers		GTS Adult Non-Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
How satisfied are you . . .										
with the staff who serve you?	4.22 (2079)	4.39 (380)	4.39 (286)	4.53 (34)	3.92 (265)	3.92 (60)	4.25 (450)	4.54 (123)	4.31 (677)	4.43 (163)
with how much your staff know about how to get things done?	4.07 (2071)	4.25 (379)	4.20 (284)	4.39 (33)	3.74 (265)	3.85 (60)	4.12 (449)	4.35 (123)	4.20 (675)	4.28 (163)
with how staff keep things about you and your life confidential?	4.25 (2075)	4.40 (379)	4.28 (283)	4.41 (32)	4.09 (265)	4.12 (59)	4.26 (449)	4.49 (124)	4.40 (677)	4.43 (164)
that your treatment plan has what you want in it?	4.09 (2063)	4.25 (379)	4.22 (282)	4.45 (33)	3.78 (267)	3.92 (60)	4.13 (447)	4.35 (124)	4.18 (672)	4.25 (162)
that your treatment plan is being followed by those who assist you?	4.13 (2061)	4.33 (377)	4.28 (282)	4.44 (34)	3.76 (266)	3.95 (60)	4.22 (446)	4.43 (121)	4.25 (671)	4.38 (162)
that the agency staff respect your ethnic and cultural background?	4.29 (2035)	4.44 (360)	4.41 (274)	4.62 (29)	4.12 (265)	4.03 (59)	4.32 (438)	4.58 (117)	4.38 (665)	4.46 (155)
with the services that you receive?	4.19 (2072)	4.34 (381)	4.38 (284)	4.47 (34)	3.79 (266)	3.93 (60)	4.28 (449)	4.46 (123)	4.28 (677)	4.38 (164)
that services are provided in a timely manner?	4.03 (2079)	4.23 (383)	4.12 (286)	4.29 (34)	3.70 (265)	3.73 (60)	4.13 (451)	4.40 (124)	4.14 (679)	4.27 (165)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>										

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Non-Residential Program ranged from 4.23 to 4.44. The highest rated item was with respect of ethnic and cultural backgrounds and the lowest rated item was with timeliness of services.
- The CSTAR Women/Children Non-Residential consumers were most satisfied with the services they received.

Satisfaction with Quality of Life: Non-Residential

	Total Non-Residential Consumers		CSTAR Women & Children Consumers		GTS Child/ Adolescent Consumers		CSTAR General Consumers		GTS Adult Non-Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
How satisfied are you . . .										
with how you spend your day?	3.74 (1360)	3.82 (381)	3.87 (284)	3.91 (33)	3.41 (266)	3.37 (59)	3.82 (450)	3.89 (123)	3.79 (675)	3.91 (166)
with where you live?	3.77 (1344)	3.88 (379)	3.87 (283)	4.06 (33)	3.63 (265)	3.71 (59)	3.72 (445)	3.79 (122)	3.75 (674)	3.98 (165)
with the amount of choices you have in your life?	3.62 (1373)	3.56 (379)	3.86 (284)	3.61 (33)	3.14 (263)	3.02 (58)	3.65 (448)	3.59 (122)	3.68 (677)	3.72 (166)
with the opportunities/ chances you have to make friends?	3.76 (1363)	3.78 (379)	3.97 (283)	3.76 (33)	3.68 (264)	3.60 (58)	3.83 (442)	3.80 (122)	3.84 (678)	3.83 (166)
with your general health care?	3.80 (1339)	3.79 (375)	3.84 (283)	3.82 (33)	3.58 (238)	3.57 (54)	3.78 (446)	3.71 (124)	3.77 (675)	3.91 (164)
with what you do during your free time?	3.79 (1359)	3.78 (380)	3.93 (281)	3.78 (32)	3.69 (265)	3.54 (59)	3.70 (447)	3.73 (123)	3.85 (676)	3.89 (166)
How safe do you feel...										
in your home?	4.29 (1367)	4.30 (379)	4.26 (282)	4.19 (32)	4.40 (263)	4.27 (59)	4.28 (445)	4.31 (123)	4.35 (669)	4.32 (165)
in your neighborhood?	4.12 (1362)	4.17 (379)	3.94 (282)	3.97 (32)	4.23 (264)	4.17 (59)	4.09 (447)	4.17 (123)	4.11 (673)	4.22 (165)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>										

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program in this region were most satisfied with how safe they feel in their home (mean of 4.30) and least satisfied with the amount of choices they have in their life (mean of 3.56).

ADA Comparison of Gender Non-Residential Setting

A comparison was made between the male and female consumers. Table III-1 shows these findings. Males were more satisfied with the two significant items.

Table III-1
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
with how safe you feel in your home/agency?	4.39 (240)	4.11 (133)	F(1,371)=7.295, p=.007
with how safe you feel in your neighborhood	4.28 (240)	3.98 (133)	F(1,371)=8.674, p=.003
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

ADA Comparison of Race/Ethnicity Non-Residential Settings

A comparison was made among the different racial and ethnic backgrounds of the consumers and their responses to the satisfaction survey items. There were four Hispanic consumers. The Hispanic consumers were most satisfied with the only significant item. (See Table III-2.)

Table III-2
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with what you do in your free time?	3.79 (336)	3.87 (15)	4.75 (4)	3.18 (11)	3.00 (6)	F(4,367)=2.434, p=.047
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

ADA Comparison of Age Groups Non-Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The adults 50 years and older were most satisfied with all significant items. (See Table III-3.)

Table III-3
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a, b)	3.93 (61)	4.48 (291)	4.67 (12)	F(2,361)=12.595, p<.001
with how much your staff know about how to get things done? (a, b)	3.84 (61)	4.33 (290)	4.50 (12)	F(2,360)=9.603, p<.001
with how staff keep things about you and your life confidential?	4.15 (60)	4.45 (292)	4.58 (12)	F(2,361)=3.110, p=.046
that your treatment plan has what you want in it? (a, b)	3.90 (61)	4.31 (290)	4.67 (12)	F(2,360)=7.360, p=.001
that your treatment plan is being followed by those who assist you? (a, b)	3.93 (61)	4.41 (289)	4.67 (12)	F(2,359)=9.974, p<.001
that the agency staff respect your ethnic and cultural background? (a, b)	4.03 (60)	4.51 (274)	4.75 (12)	F(2,343)=10.015, p<.001
with the services that you receive? (a, b)	3.93 (61)	4.43 (292)	4.67 (12)	F(2,362)=10.112, p<.001
that services are provided in a timely manner? (a, b)	3.75 (61)	4.32 (294)	4.67 (12)	F(2,364)=11.574, p<.001
with how you spend your day? (a, b)	3.37 (60)	3.90 (293)	4.17 (12)	F(2,362)=8.671, p<.001
with where you live? (b, c)	3.72 (60)	3.85 (291)	4.75 (12)	F(2,360)=4.291, p=.014
with the amount of choices you have in your life? (a, b, c)	3.05 (59)	3.62 (292)	4.67 (12)	F(2,360)=11.487, p<.001
with your general health care? (b)	3.55 (55)	3.79 (293)	4.45 (11)	F(2,356)=3.474, p=.032
with what you do in your free time? (b)	3.53 (60)	3.81 (293)	4.42 (12)	F(2,362)=3.70, p=.026
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 Years and 50 + Years. (c) Interaction between 18-49 Years and 50+ Years.				

ADA Comparison of Current Living Arrangements

Non-Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumers living in non-residential settings. Table III-4 presents these findings. Those who lived in residential treatment facility were most satisfied with the content of their treatment plan, services received, services being provided in a timely manner, the amount of choices in their lives, and safety in their home/agency. Those who lived independently were most satisfied with where they live. Those who lived in a group home were most satisfied with the staff, knowledge of the staff, and how they spend their day. Those who identified themselves as homeless were most satisfied with following the treatment plan and respect of ethnic and cultural backgrounds.

Table III-4
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you? (a)	4.49 (276)	4.58 (12)	4.22 (9)	4.50 (4)	3.95 (42)	4.19 (31)	F(5, 368)=3.949, p=.002
with how much your staff know about how to get things done? (a)	4.33 (275)	4.58 (12)	4.44 (9)	4.00 (4)	3.86 (42)	4.06 (31)	F(5,367)=3.192, p=.008
that your treatment plan has what you want in it? (a, c)	4.30 (276)	4.42 (12)	4.89 (9)	4.25 (4)	3.81 (42)	4.30 (30)	F(5,367)=3.590, p=.003
that your treatment plan is being followed by those who assist you? (a)	4.41 (275)	4.42 (12)	4.38 (8)	4.50 (4)	3.90 (42)	4.27 (30)	F(5,365)=2.971, p=.012
that the agency staff respect your ethnic and cultural background?(a)	4.51 (261)	4.50 (10)	4.56 (9)	4.75 (4)	3.95 (42)	4.46 (28)	F(5,348)=3.803, p=.002
with the services you receive? (a)	4.42 (278)	4.50 (12)	4.67 (9)	3.75 (4)	3.93 (42)	4.26 (31)	F(5,370)=3.376, p=.005
that services are provided in a timely manner? (a)	4.33 (279)	4.33 (12)	4.56 (9)	4.00 (4)	3.57 (42)	4.23 (31)	F(5,371)=5.576, p<.001
with how you spend your day?	3.89 (279)	4.17 (12)	4.00 (8)	3.75 (4)	3.41 (41)	3.58 (31)	F(5,369)=2.478, p=.032
with where you live?	3.97 (276)	3.58 (12)	3.67 (9)	2.50 (4)	3.85 (41)	3.29 (31)	F(5,367)=3.606, p=.003
with the amount of choices you have in your life?	3.68 (278)	3.75 (12)	4.25 (8)	2.75 (4)	3.10 (40)	2.97 (31)	F(5,367)=4.399, p=.001
with how safe you feel in your home/agency? (b)	4.35 (277)	4.33 (12)	4.44 (9)	4.33 (3)	4.32 (41)	3.71 (31)	F(5,367)=2.612, p=.024
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between Independent and Biological Parents. (b) Interaction between Independent and Other. (c) Interaction between RTF and Biological Parents.							

ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year Non-Residential Only

A comparison was made on the satisfaction with services based on whether the individual had received intervention in a residential treatment facility during the past year. Consumers that had received intervention in a residential treatment facility were more satisfied with the only significant item. (See Table III-5).

Table III-5
ADA Consumers - Comparison of Whether Lived in Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
with how safe you feel in your neighborhood?	4.34 (126)	4.07 (238)	F(1,362)=6.802, p=.009
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

ADA Comparison across Programs

Non-Residential Settings

A comparison was made across the different non-residential programs. The GTS Adults were most satisfied with the amount of choices in their lives. The CSTAR General consumers were most satisfied with the staff and the timeliness of services provided. The GTS Adult consumers were most satisfied with how they spend their day. The CSTAR Women/Children consumers were most satisfied with all other significant items. (See Table III-6.)

Table III-6
ADA Consumers - Comparison across Programs

How satisfied are you...?	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Significance
with the staff who serve you? (a, b, c)	4.53 (34)	3.92 (60)	4.54 (123)	4.43 (163)	F(3,376)=8.747, p<.001
with how much your staff know about how to get things done? (a, b, c)	4.39 (33)	3.85 (60)	4.35 (123)	4.28 (163)	F(3,375)=5.471, p=.001
that your treatment plan has what you want in it? (a, b)	4.45 (33)	3.92 (60)	4.35 (124)	4.25 (162)	F(3,375)=3.953, p=.009
that your treatment plan is being followed by those who assist you? (b, c)	4.44 (34)	3.95 (60)	4.43 (121)	4.38 (162)	F(3,373)=5.271, p=.001
that the agency staff respect your ethnic and cultural background? (a, b, c)	4.62 (29)	4.03 (59)	4.58 (117)	4.46 (155)	F(3,356)=7.184, p<.001
with the services that you receive? (a, b, c)	4.47 (34)	3.93 (60)	4.46 (123)	4.38 (164)	F(3,377)=5.862, p=.001
that services are provided in a timely manner? (a, b, c)	4.29 (34)	3.73 (60)	4.40 (124)	4.27 (165)	F(3,379)=7.693, p<.001
with how you spend your day? (b, c)	3.91 (33)	3.37 (59)	3.89 (123)	3.91 (166)	F(3,377)=5.026, p=.002
with the amount of choices you have in your life? (b, c)	3.61 (33)	3.02 (58)	3.59 (122)	3.72 (166)	F(3,375)=5.132, p=.002
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between CSTAR Women/Children and CSTAR Child/Adolescent. (b) Interaction between CSTAR Women/Children and GTS Adult. (c) Interaction between CSTAR Child/Adolescent and CSTAR General.					